



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer-
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Chief Information Officer

At its meeting held August 10, 2004, the Board took the following action:

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Supervisor Knabe made the following statement:

"The Kenneth Hahn Hall of Administration experienced a major network outage during the week of July 26, 2004, that prevented users in multiple departments from accessing e-mail and other critical documents. The outage lasted for several hours during the business day. The outage also affected numerous field offices and other remote users whose computer systems access the servers and systems based in the Kenneth Hahn Hall of Administration. In addition to the network outage, a software problem occurred on our Microsoft Exchange Servers that caused a separate outage that affected the Board of Supervisors' access to e-mail."

Therefore, on motion of Supervisor Knabe, seconded by Supervisor Yaroslavsky, unanimously carried, the Executive Officer of the Board and Chief Information Officer were instructed to report back to the Board within two weeks on the causes of the major network outages during the week of July 26, 2004 at the Kenneth Hahn Hall of Administration that prevented users in multiple departments from accessing e-mail, and also include the following information in the report:

1. Outline the specific steps that have been and will be taken to prevent these types of outages from occurring again;
2. At a minimum detail redundancy, failover and network upgrade steps that will be taken;
3. Document any possible vendor equipment failures and the vendors' and service providers' responses to the outages; and

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4. Implementation of policies and procedures to reduce the effects of extended outages and allow users to continue working on documents on their local workstations even if the e-mail or network systems are not operational.

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Each Supervisor

Chief Administrative Officer

County Counsel